

# The Downtown Informer

Winter 2006

St. Louis Downtown  
Field Office

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## Welcome

*By Sharon Zafe, GSA Building Management Specialist, Editor*



Welcome to the Winter 2006 edition of the St. Louis Downtown Informer. Inside, readers will find an array of articles focused on providing GSA customers with the latest information on building services, issues, and events. Comments and suggestions regarding the newsletter are always welcome, please e-mail me at [sharon.zafe@gsa.gov](mailto:sharon.zafe@gsa.gov), or call the GSA Field Office.

Enjoy the newsletter and thank you for allowing us to serve you!

## St. Louis Field Office News

*Charlie Meyer, Director GSA Downtown St. Louis Field Office*



Greetings to all from the General Services Administration (GSA) St. Louis Downtown Field Office. I trust everyone had a relaxing holiday break from the pressures of work and have now safely returned. GSA wishes all of you a successful 2006! We solicited feedback from agencies as to whether they felt this newsletter provides value. The response was overwhelmingly "yes"! GSA will continue the publication but there will be no set frequency. GSA will publish when there is enough pertinent information to share with our customers. Our focus is to publish information that is "unique" to the customers serviced by our Field Office. This is often a challenge due to the diverse nature of our customer agencies and the number of facilities in which they are located. GSA has also decided to

provide limited distribution via hard-copy in addition to posting on the internet. The following is a brief discussion of a few topics which hopefully will be of interest: **Proposed GSA Reorganization:** GSA has three service areas; Public Building Service (PBS), Federal Supply Service (FSS), and the Federal Technology Service (FTS). There is currently a GSA reorganization initiative to merge FSS and FTS into a single service which will be called the Federal Acquisition Service (FAS). It appears this new organization will become a reality in the near future. **Reimbursable Work Authorizations (RWA):** RWA's are the mechanism used by agencies to transfer funds to GSA in return for goods and services. This could include construction, telecommunications, office furnishings, etc. In an ideal world, GSA would be able to use the same color money to fund all the

*(Continued on page 2)*

(Continued from page 1)



GSA is proactively supporting customer's compliance with federal contracting regulations.

Find out more at  
[www.gsa.gov](http://www.gsa.gov)

## Contact GSA

### Public Building Service

(314) 539-7305

### Federal Supply Service

(314) 539-3491

### Federal Technology Service

(314) 539-3492

needs of our customers. Unfortunately, congressional funding legislation does not allow GSA to intermingle funds between the three services. The consequence is that agencies often have to provide several RWA's to complete one project, depending on the requirement. RWA policies are often complex and subjective. I suggest you contact your GSA service representative prior to submitting a RWA if you have any questions concerning funding. Results of recent national audits have revealed that agencies sometimes use the RWA process to obligate year end funds. If there is no definitive scope of work and a valid cost estimate on the RWA, then a bona fide need has not been established and GSA cannot accept the funding. Accepting the funding without an established bona fide need would give the appearance that GSA is acting as a "bank" for the funds. This violates statutory codes. In FY05, the Downtown Field Office designed, awarded, and managed over 50 construction projects totaling over \$800K from customer agency RWA's. We are proud of that accomplishment and hope that agencies were satisfied with the deliverables they received. In FY06, we hope to continue this level of performance with a renewed emphasis on being timely to your RWA requests. If you ever feel that your request is not being expedited in a timely manner, please call my office. **Construction:** The Downtown GSA Field Office had a good year in FY05 obtaining funds for Repair & Alteration (R&A) projects in our government owned facilities. Many of these projects are discussed in separate articles in this newsletter. If the project costs less than \$100K, the Field Office designs, awards and manages the projects. If the cost exceeds \$100K, the GSA Regional Office in Kansas City manages the design, award and construction with the assistance of the Field Of-

fice. Many of our R&A projects were developed as a direct result of customer satisfaction survey feedback. Your time is not wasted in filling out the surveys. Especially helpful are your written suggestions and comments. **RAY and Eagleton Custodial:** In FY06, the current custodial contracts for the Eagleton and RAY buildings will expire. Bids are currently being solicited for the RAY custodial contract. The new contracts for the RAY and Eagleton should be in place by 1 Apr. and 1 July, 2006 respectively. GSA is committed to insuring the change will be seamless to our tenant agencies. **Workplace Safety:** We recently had a fire incident in one of our federally owned facilities. The incident occurred due to a faulty motor on a fan under an employee's desk. While the person was gone from their desk, the motor overheated. The resulting fire was instantaneous. Kudos to the agency and individual involved for taking immediate action to extinguish the fire. The resulting damage was a partial meltdown of the workstation, burnt computer and loss of paperwork. This incident was a wakeup call for all of us. While this could happen to anyone, we can minimize the risk by eliminating fans, heaters, refrigerators, etc. at your desk areas. In addition to being fire hazards, they are energy inefficient. I ask each supervisor and office manager to police your area to ensure the use of these small appliances are kept to a minimum. If you must have them, please ensure that they are in good working condition. If a fire occurs in your area due to employees using old and/or unsafe equipment, the agency will be held accountable. If an agency needs help in determining if an appliance is safe, please contact your GSA building manager. There will be additional information coming out shortly addressing how to ensure your work area is safe and how to stay compliant with building regulations. Thank you for your time.

# Projects at the R.A.Y. Building

By Tom Yochim, GSA Building Manager



The following is a brief overview of GSA's construction projects. **Completed Projects:** The Lobby Heat project was completed in FY05.

We have had periods of 20°F weather this winter season and the lobby remained significantly warmer. The window film and mini-blinds replacement projects have also been huge successes. Both projects helped reduce the heat load and have saved energy in the process. Responses from our tenants are that these projects have substantially improved the quality of their office space; especially those tenants located near windows. GSA completed the installation of the turnstile in the south parking lot for pedestrian access through the back gate. All employees of the Robert A. Young Federal Building with a valid building ID badge are now able to enter the facility through the back gate. Also in the south parking lot, GSA completed a security upgrade project. We installed barbed wire, fence-line anchors and tamper wiring on the fence. This was in response to the vandalism of some government cars. Since this upgrade, we have not had any vandalism or security issues in the back lot. **Ongoing Projects:** The first phase of the lobby restoration project is complete. We anticipate completing the project by spring 2006. It took the contractor longer to complete than we planned. GSA is always concerned when contractual delays occur. We regret any inconveniences this has caused you. We are working diligently with the contractor to expedite the final stages of work. Additional items which will be incorporated in this project are: Upgraded

security area that is moved to the west side of the lobby, a new Robert A. Young Federal Building Seal where the current security station is located, a new glass handrail on the 2nd floor bridge walkway and finally, the focal point will be the new rotunda that will extend from the 1st floor to the ceiling of the 2nd floor and surround the center of the lobby where the seal will be located. The fire alarm system upgrade is now underway. We are installing a Siemen's Building Technology fire system. We are replacing all the speakers in the building and putting them under the same system. This will greatly improve our audibility during emergency situations. This project should be completed by late spring. GSA has awarded the roof anchorages project. In February 2006, we will contact the 10th floor tenants. Part of this project will be setting anchors on the roof that will require us bolting the anchors to the 10th floor ceiling. This will ensure safe working conditions for our contractors. The restroom renovation project has also been awarded. We will keep at least one men's and women's restroom open on each floor, excluding the 1st floor, for maximum convenience. The project includes new epoxy floors, solid surface counter tops, new partitions and new dispensers; both soap and paper towels. GSA is currently in the process of updating all elevator cabs. We are putting in new flooring, walls and light fixtures. **Future Projects:** GSA has almost completed the design for the daycare project. We are providing a safer egress route and a new molded playground for the children. Many additional projects are planned. We will inform you of them as funding becomes available.



RAY Building  
website at  
[www.gsa.gov/  
rayfedbldg](http://www.gsa.gov/rayfedbldg)



1st floor lobby renovation project in progress.



Jazzman's Café in newly renovated space on the 1st floor as part of the lobby project.



## New Fitness Center Program

*By Cathy Hargrove, Wellness/Fitness Coordinator at the R.A.Y. Fitness Center*

Being healthy may not be on the top of your "to do" list yet, so many times it gets pushed down the list due to family, work and other obligations. The RAY Fitness Center staff is starting a program called Short & Sweet designed for people who do not have a lot of time to exercise. It takes 15 minutes a day, 4 days per week. We know how hard it is to make exercise a daily part of your busy day and this is why we are starting with 15 minutes. What can 15 minutes really do? Start you on the road to health & fitness with a decrease in blood pressure, stress, weight, heart rate, cholesterol and you will start to feel better, sleep better and have more energy. The 8-week Short & Sweet program starts

Monday, January 23rd and will meet Mondays – Thursdays at 10am in the fitness center (B400). It will consist of a preliminary health assessment and a 15-minute workout program lead by a certified personal trainer. If you are a member of the RAY Fitness Center there is no fee. Non-members will be charged only \$25. Participants can complete this workout in their work clothes; however, we ask that they wear athletic shoes. Any non-member that joins the program and later decides to purchase a membership can apply the \$25 program fee towards membership. For more information on this program and others, feel free to contact RAY Fitness Center staff at 539-7825 or e-mail B69@psc.gov.



## Fed Telework on the Rise but Still Falls Short

*By Florence Olsen, Federal Computer Week (<http://w3.gsa.gov/ClipsMgt.nsf>)*

Concerted efforts to increase teleworking government wide paid off in 2004 in a 37 percent increase in the number of federal employees working one or more days a week from home or from federal telework centers near their homes. But by other measures, federal telework statistics fell short of official expectations.

According to a new federal telework survey, about 40 percent of federal employees were eligible for telework in 2004, but only 18.6 percent of them took advantage of it. The Office of Personnel Management's 2005 survey report shows, however, that expanded marketing efforts contributed to significant increases in telework. To promote telework, OPM and the General Services Administration created a telework Web site, held Webinars, visited agencies and made

presentations at conferences. Those efforts apparently were successful. In 2004, 140,694 out of 1.8 million federal employees were teleworkers. Half of those teleworkers routinely worked from home or a nearby telework center an average of six days a month. The other half did so only on a limited basis - typically three days a month - during an extended illness or family crisis. The main reason for the still-sizeable gap between the number of eligible and actual teleworkers is the difficulty of providing adequate office coverage when large numbers of employees are working away from the office, officials said in their survey responses.

Federal law requires agencies to participate in telecommuting to the maximum extent possible without hurting employees' job performance.



For more information about telework, visit <http://www.telework.gov/>

# Federal Workers Set Record for Giving

*By Laura Neuman-Howe, Deputy Director of Earth Share of Missouri, serving the Gateway Combined Federal Campaign*



Federal workers set a new all-time record by contributing more than \$3,161,000 to this year's Gateway Combined Federal Campaign (CFC). The theme of the 2005 campaign

was "The Secret to Quality Living is Giving." More than 13,000 federal workers in our region showed that they know that secret, as they gave generously to help fund hundreds of charitable programs. Federal workers' generosity will benefit a wide range of charities, strengthening programs in the St. Louis region as well as others across the country and around the world.

A heartfelt thank you goes to the hundreds of volunteers who assisted with the campaign to give the 32,000 federal employees in the Greater St. Louis area an opportunity to contribute to their favorite charities. Volunteers coordinated the CFC in their workplaces, and also assisted with the data entry and auditing of the pledge processing at the CFC office in the Robert A. Young Federal building.

A celebration to honor Gateway CFC volunteers was held January 25, 2006. Federal agencies with the highest percentage of employees who donated to the CFC, federal agencies which had donors with above-average generosity, and federal agencies which had the most volunteers for the CFC were acknowledged.

The CFC is the only authorized solicitation of employees allowed in the

Federal workplace, and is recognized as the largest and most successful workplace fundraising model in the world. All contributions to the CFC are tax-deductible, and all charities which apply to participate go through an annual review process lead by teams of federal employees. The highly-efficient feature in the CFC that enables federal employees to give more, and more easily, is the workplace giving option by which donors can give the dollar amount per paycheck that they choose.

More than 2,050 charitable organizations were listed in the 2005 Gateway CFC Resource Guide! Federal employees and federal contractors had a wonderful opportunity to choose to give a gift to help people and communities. Thank you for contributing to these and other charitable organizations:

- Fund scholarships for worthy students
- Plant a community garden
- Help children learn in healthy, nurturing program
- Preserve endangered plants and animals
- Help a homeless person with shelter and job skills programs
- Assist disabled veterans
- Feed hungry families or deliver meals to homebound senior citizens
- Prevent toxins from polluting our world and causing illness
- Fund scientific research toward finding cures for numerous diseases
- Fund a library or public news program
- And many more!



About 900 federal employees attended the Gateway CFC Kickoff, and had the opportunity to learn more about the hundreds of charities that had representatives at the event.



The Gateway CFC kicked off October 5, 2005 in Kiener Plaza, downtown St. Louis.



# Homeland Security Presidential Directive 12

*By Tom Magee, GSA Regional Office Program Specialist*



Here is a quick summary of Homeland Security Presidential Directive (HSPD) 12 events. President Bush signed the order on August 27,

2004. The order calls for one universal government credential to be issued to government employees and contractors who need regular access to government facilities and government controlled space. The program has three parts: 1) the process to issue the cards; 2) use of the card to regulate access to facilities; and 3) use of the card to regulate access to computers and IT systems. Each agency has the responsibility to run their own issue program. However, by utilizing standard procedures and card design, the cards can be used seamlessly across agency lines.

The Department of Commerce is the lead agency on the government wide effort. The National Institute of Standards and Technology (NIST) is the office which has responsibility for directing government action on HSPD-12. Last February, that office issued the implementation regulations called FIPS 201. This set of regulations outlines the procedures to be followed for setting up an HSPD-12 program. Last August, the Office of Management and Budget released their implementation guidance for the program. Every executive branch agency and department has the responsibility to follow those rules.

The new procedure is radically different from past security clearance procedures. All applicants, government and contractor, must have a recent NACI check performed. The check includes both a criminal history check plus verification checks

on the applicant. These verifications check the applicant's history, education, previous employers, and other similar personal information. After the check has been completed, the applicant is processed for a card. Everyone's picture and digital fingerprints will be taken. Also, each applicant must present two forms of ID plus a signed form from their supervisor. These procedures are designed to ensure the integrity of the process across all agencies throughout the country.

Once the card is issued, it is designed to plug gaps in the security structure. The executive order requires the use of a standard card to regulate access to government space. The smart card will eventually replace your building card and be valid at all government buildings across the country. Eventually, the current proxy card systems will be replaced with a system which uses the new government issued smart cards.

The last part of the program is use of the card to regulate access to computer networks. The NIST regulations call for card readers to be installed on government computers. These readers would be used to validate that the user is an official person authorized to use the computer. A user would insert their card into a computer or device. The card could take the place of a password. In addition, the card can be used to regulate access to vital parts of systems like servers and networks.

Currently, GSA controlled facilities across the country are currently evaluating and developing ways to implement the smart card. In the future, expect to see further implementation of the HSPD-12 initiative.

## Information

### HSPD-12 Press Release

[www.whitehouse.gov/](http://www.whitehouse.gov/)

### National Institute of Standards and Technology (NIST) Website

<http://csrc.nist.gov/>

### Implementation of HSPD-12

<http://estategy.gov/printerfriendly.cfm?action=omb>

GSA Region 6  
website at  
[www.gsa.gov/heartland](http://www.gsa.gov/heartland)



# Energy and Fuel Conservation

By Nancy Todd, Lease Administration Specialist



On September 26, 2005, President Bush issued a directive asking all agencies to take appropriate actions to reduce energy and fuel consumption by Federal Agencies. This is in direct response to the damaged domestic energy infrastructure caused by the recent hurricanes in the Gulf Coast region. Based on the President's directive, General Services Administration (GSA) compiled a three prong energy action plan which consists of the following elements:

1. Internal GSA Public Building Service (GSA PBS) facility operations and projects with quick impact;
2. Customer Outreach initiatives to reduce energy consumed by building mechanical and lighting equipment; and,
3. Suggested workplace practices for tenants.

The Department of Energy Building Technologies Program data suggest that key reduction opportunities lie in lighting (30%) and space heating (25%) consumption. A direct impact to energy reduction can also be made by our tenants in the area of office equipment. Office equipment is estimated to consume 16% of a building's total energy. It is estimated that office equipment energy can be reduced by as much as 4 percent. While GSA is collaborating on internal operations and projects, we encourage our tenants to assist in reducing energy at the office and home by the following actions:

Turn off computers, monitors, print-

ers, copiers, fax machines, task lighting and office lights when leaving for the day. Use task lighting and office lighting purposefully.

Unplug equipment that drains energy even when not in use (cell phone chargers, coffeemakers, desktop printers, radios, televisions, VCRs, etc.).

Tenants may also contribute by eliminating space heaters, fans and personal refrigerators.

Use rechargeable batteries for cordless phones and personal diary assistants (PDAs) rather than throwaway batteries.

Home thermostats should be set lower or higher as appropriate. Work with the local utility company to remotely cycle off power to the air conditioning and electric water heating systems (possible cost incentive).

Use efficient EPA ENERGY STAR rated products. Ensure ENERGY STAR power down features are activated. EPA ENERGY STAR rated products use 70% less electricity than standard equipment.

Close window blinds to reduce cooling costs during the summer and dress appropriately for the weather conditions.

Telecommute, carpool or use public transportation when possible. Curtail non-essential travel.

GSA appreciates your efforts in meeting the President's energy reduction directive. You will see more on GSA's approach to energy reduction via customer outreach initiatives by your field office representative. Thank you for your efforts.



**Presidential Directive on Energy and Fuel Conservation by Federal Agencies**

For more information about the federal energy management program, [www.eere.energy.gov/](http://www.eere.energy.gov/)

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## Celebrating Years in Federal Service

We acknowledge the following GSA associates in the St. Louis Downtown Field Office for many years of dedicated federal service. Thank you.

<b>Laurel Bell, Building Operations Clerk</b>	<b>30 Years</b>
<b>Jerry Brown, Construction Representative</b>	<b>25 Years</b>
<b>Debra Hood, Administrative Support Assistant</b>	<b>25 Years</b>
<b>Debbie O'Keefe-Rea, Construction Representative</b>	<b>25 Years</b>
<b>Mark Zajac, Building Service Representative</b>	<b>20 Years</b>

## GSA EXPO 2006 in San Antonio, Texas

*By Jose Mendez, GSA Federal Supply Service*



I would like to extend a personal invitation to you to attend the 2006 GSA EXPO. The EXPO will be held May 15 - 18, 2006, in San Antonio, Texas, at the

Henry B. Gonzalez Convention Center. This year's EXPO offers over 200 high quality training courses and exhibits by over 600 GSA vendors providing the latest and greatest in products and services, ranging from Information Technology (IT) to recreation items. Admission is FREE to all Federal and Military personnel. Attendees can earn Continuous

Learning Points (CLPs) for all training courses. Blocks of rooms in select San Antonio hotels are being held exclusively for GSA EXPO attendees. In addition, GSA will offer meeting space for federal groups. If you have a large group you would like to assemble at the EXPO, GSA can provide a meeting location for you at no extra cost. If you would like to take advantage of this meeting space, need more information, or would like to sign-up to attend the 2006 GSA EXPO, call 1-800-272-5565 or contact me, at 314-539-3491. See you in San Antonio!

## Eagleton Courthouse Construction Projects

*By Kris Hundsdorfer, GSA Building Manager*

### Project Questions?

Comments are always welcome. If you have any questions or would like more information about any of our projects, please feel free to call 314-539-7305. Your satisfaction is our goal.



As in the past, GSA continues to improve and renovate the Thomas F. Eagleton Courthouse facility. The current and upcoming projects will help to improve the operations of the building and to preserve the beauty of the courthouse. R.L. Campbell was awarded the contract to replace the roofing system on the 29th floor. The new modified bitumen roof system will

replace the existing single ply EPDM roof. The new roof design includes a vapor barrier which will prevent moisture from entering the roof. The new roof system will increase energy efficiency of the building envelope and prevent damage to building components. Installation of the new roof is 50% complete with contract completion scheduled in April 2006. Under a separate contract, work to install roof anchors and ice guards on the stainless steel east and west

*(Continued on page 9)*



entrance domes is nearly complete. The new anchors will provide a safe avenue to perform preventive maintenance on the roof gutters and improve access in cleaning the exterior windows.

Hof Construction was awarded the contract to construct the new Judicial Learning Center on the 1st floor of the courthouse. Work is progressing on painting the ceiling, finishing the drywall installation and modifying the sprinkler lines. Since additional electrical features were added to the project after contract award, the anticipated project completion date has been postponed to May, 2006.

Although Tarlton Construction has performed many jobs throughout the St. Louis area, last year they received their first contract at the Thomas F. Eagleton courthouse. Tarlton Construction was awarded the contract to repair the garage slurry walls, install Plexiglas angle and drains along the perimeter of the slurry wall, apply sealant to all garage decks and restripe parking spaces. When the new parking spaces are striped, new numbers will be assigned. 200 numbers will be assigned on the B2 level, 300 numbers in B3 and 400s on B4. Work began in January 2006, on the installation of the Plexiglas angle. To minimize disruption to the tenants that utilize the garage, the new sealant will be applied during the weekend. The new sealant is a multi-layer process that requires time to dry before a new layer is applied. We anticipate the application of the sealant in April 2006. It will take 3 to 4 weekends to seal and stripe all garage levels. The garage will be closed during the weekend hours in order to apply the sealant. We appreciate your cooperation during construction which will improve the environment on the

basement levels.

GSA awarded a project to Hof Construction to install additional fire suppression pumps, drain lines and electrical disconnects. When the new fire suppression pumps are installed, GSA will utilize back up pumps so preventive maintenance can be easily performed while ensuring the fire suppression system remains on-line. The new drain lines will allow the fireman hose connections to be tested in a manner that will minimize tenant disruption.

In conjunction with the Fire Alarm upgrades accomplished last year, GSA is in the design process to repair malfunctioning speakers and strobes. Project award is scheduled in February 2006. This project will require all audio and visual devices to be tested.

GSA has contracted with Hof Construction to repair four reinforcing rods near the B2 garage entrance. Also part of this contract, Hof Construction will construct a storage room on the 11th floor and install new double doors on the northeast side of level B4. The new doors will provide access into the area underneath the parking garage ramp.

In 2006, GSA plans to design improvements to the HVAC system that serves the south side of the B1 level, install new signs near the garage entrance, recover steam condensate for the domestic hot water system and insulate the perimeter walls near the south restrooms and northeast offices in the basement.

GSA strives to improve the working conditions and operation of the Thomas F. Eagleton Courthouse and appreciates all the assistance and cooperation from the tenants in completing the construction projects. Contact us if you have any questions concerning these projects.



View of 4th floor west dome as Fabri-Tech Sheet Metal employees install ice guards and rope stops.



R.L. Campbell Roofing employees shown here working on the 29th floor roof replacement project.



Eagleton  
Courthouse  
website at  
[www.gsa.gov/  
eagletoncths](http://www.gsa.gov/eagletoncths)



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## Tips to Avoid the Flu

By Judy Miller, R.N. Eagleton Courthouse Employee Health Unit



Flu season is in full swing and it's not too late to avoid this seasonal ailment. First of all, be at your optimum health: eat nutritious foods, exercise, and get plenty of rest every day. Also, understanding how germs are spread will help you to help yourself. The flu is spread person to person by way of air droplets when someone coughs or sneezes—even if that person covers his nose or mouth but then doesn't wash his hands! Within moments after coughing or sneezing a person will answer the telephone, open a door or cupboard or use a faucet. Germs can live up to 2 hours on a dry surface. If you come behind that person and open the same door he did you have potentially just exposed yourself to the flu! The Centers for Disease Control and

Prevention suggests these habits:

- Avoid close contact with people who are sick. When you are sick, keep your distance to protect others from getting sick too.
- Stay home when you are sick. You will help to prevent others from catching your illness.
- Cover you nose and mouth with a tissue when coughing or sneezing. Then throw the tissue away and wash your hands (long enough to sing Happy Birthday).
- Wash your hands often. Remember germs can live up to 2 hours on a dry surface. When soap and water are not available, alcohol – based hand sanitizers may be used
- Avoid touching you're your eyes, nose, or mouth. These areas are the mode of entry for germs.

## Meet Mike Wickline

By Sharon Zafe, GSA Building Management Specialist



**Mike Wickline, LB&B mechanical maintenance project manager at the Eagleton Courthouse**

Mike Wickline is the new project manager with LB&B mechanical maintenance at the Eagleton Courthouse. Before working in the building, he served 24 exceptional years in the U.S. Navy earning the rank of Master Chief Petty Officer (E9). While in the service, he worked as an electro-mechanical technician. Since leaving the Navy, he worked for the Weyerhaeuser box plant in Belleville, IL as a maintenance electrician, and was the Project Manager for the maintenance contract at Scott Air Force Base Hospital from 2002 – 2005. Mike has an Associates degree in Electronics from Coastline College, and a Bachelor's degree in Business Management from McKendree College. He is mar-

ried with three sons. One of his favorite quotes is "Every company's greatest assets are its customers, because without customers there is no company." (Michael LeBoeuf). This quote sums up his secret to being a successful building maintenance contractor. Mike's number one goal here at the Eagleton courthouse is to keep each and everyone one of the tenants comfortable and satisfied with the operation of the building. Please do not hesitate to call LB&B 621-5299 or email Mike at [mwickline@lbbassociates.com](mailto:mwickline@lbbassociates.com) if you ever have any concerns or complaints with the maintenance in the building, suggestions or just have a question.



# Judicial Learning Center: Project Profile

*By Laura S. Dreon, Management Support Deputy, U.S. District Courts*

The Judicial Learning Center is a unique space featured in the Eagleton Courthouse in St. Louis. When construction is completed in Spring 2006, the Center will be devoted to permanent exhibits, changing displays and interactive demonstrations about the role of federal courts and the operation of the justice system in the 8th Circuit.

The primary purposes of the Learning Center are to inform visitors about the judicial process in the courts of the United States, and to promote public understanding about the importance of an independent judiciary and the rule of law in American society. Visitors to the Center will learn not only about the three levels of federal courts, each of which is housed in the Eagleton Courthouse, but will also discover why the judicial branch was designed to be a separate but coequal branch of government. The Center, with its prominent main floor location, will be the ideal place in which to begin organized tours, as well as to provide an educational experience for those interested in the work of the United States judicial system.

The Center is a jointly sponsored program supported by the courts of the 8th Circuit and The Judicial Learning Center, a non-profit corporation whose board members represent the legal community in St. Louis. Content for the Center has been developed in consultation with prominent educators, representatives of the bar, museum experts, community leaders and judges to insure that the exhibits and displays further the mission of the Center.

Displays around the perimeter of the Learning Center are designed for

interactive, interpretive and educational interface between the Court system and the public focusing on a variety of topics including:

- An Independent Judiciary and the Rule of Law
- Constitutional framework of the three branches of government, separation of powers, checks and balances
- Distinct role of three branches of government
- Judicial review of laws claimed to be unconstitutional
- Reasons for independence of the judicial branch
- Structures and safeguards designed to protect independence
- The Difference Between State and Federal Courts
- What are the differences
- Where are the courthouses located
- What types of cases in each court
- Jurisdictional Limitations
- How Courts Work
- Civil Cases and Criminal Cases
- How a case begins (complaint/ indictment/grand jury)



*New Entrance*



*South View*



*Interior View to the West*

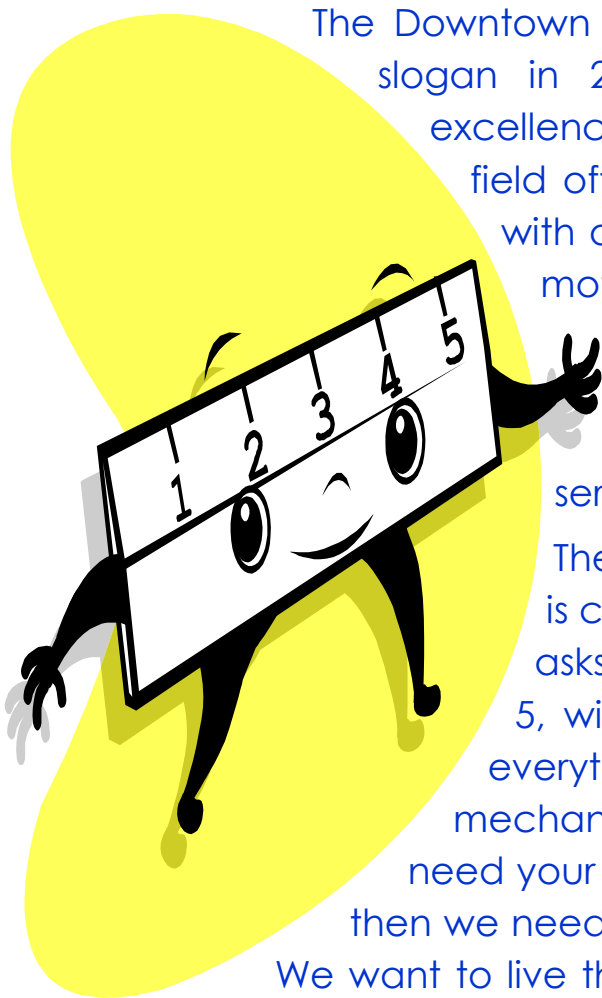


*Interior View to the East*



**"We Strive for 5!"**

## **GSA Customer Satisfaction Slogan**



The Downtown St. Louis Field Office will begin using a new slogan in 2006 to re-emphasize our commitment to excellence in customer service. This slogan is a **"Local"** field office initiative and will be used in conjunction with our **"National"** Tenant Satisfaction survey. The motto, **"We Strive for 5!"**, will become a daily commitment of all our field office associates and our contract service providers to provide our customers the best possible customer service.

The **"National"** tenant satisfaction survey, which is conducted once every 3 years in your building, asks you to rate GSA's services on a scale of 1 to 5, with 5 being excellent. The rating is based on everything that we do including; custodial, mechanical services, parking, and landscaping. We need your feedback! If you cannot give us a rating of 5, then we need to hear from you! Our goal is to strive for a 5!

We want to live this motto each day which is why the St. Louis Field Office is making it a daily customer service practice.

Both the tri-annual **"National"** survey and our daily **"Local"** initiative will help GSA improve communications with our customers; become more knowledgeable of our customer's needs; help GSA determine what projects will best serve clientele in our buildings; and improve building services. GSA's mission is to provide a superior workplace for the federal worker and an exceptional value to the American taxpayer. Our vision is to be the best real estate organization in the world. In order for us to meet our goals, we need your valuable input.

If you have any questions please contact your Building Manager or Leasing Representative. We value your business and look forward to serving you.

**"We Strive for 5!"**